



# **EMERGENCY PLANNING FOR CHILDREN'S SERVICES ESTABLISHMENTS**

## **The Frances Bardsley Academy for Girls**

Headteacher: Julian Dutnall

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01708 447368

Date completed: 10 September 2015

Completed by: Julian Dutnall

Review date: 10 September 2016

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## **Introduction**

### **Aims**

This Plan has been produced to increase our readiness for effectively responding to emergencies, continuing education during an emergency and preparing for a prioritised return to 'business as usual.'

### **Objectives**

The objectives of the Plan are to:

- prevent/minimise the loss of life and injury to students and staff;
- alert relevant parties e.g. emergency services, the Local Authority, parents and school governors;
- take control at the scene until the emergency services arrive;
- minimise disruption to the normal daily routine of staff and students;
- support staff, students and parents in the aftermath of an incident; and
- ensure effective working with the media.

### **Plan Review**

This plan will be reviewed and revised on an annual basis in September by the head teacher, in response to new guidance and/or following live activation or exercise of a plan. The names of all relevant parties will also be updated at this stage and as notification comes to the school.

### **Testing/Exercising of plan**

The plan will be tested by:

- an annual 'paper walk-through'
- a termly Telephone cascading test message to check communications structure
- a biennial full rehearsal

The plan and its evaluation will be reviewed by the Governing Body

A copy of this plan will be held off site by the Headteacher, each member of the senior leadership team and the Chair of the Local Governing Body.

### **Activation**

The School Emergency Plan is activated following a decision of the Headteacher or, in their absence, the most senior member of the senior leadership team.

## Roles & Responsibilities

Role	Responsibilities	Named Person Identified for Role
Incident Manager	<ul style="list-style-type: none"> <li>• Consider the need to alert other colleagues and external agencies.</li> <li>• Establish an Incident Response Team and allocate roles.</li> <li>• Collate all relevant information relating to the emergency.</li> <li>• Co-ordinate the emergency response strategy, liaising with relevant agencies, e.g. the emergency services, Local Authority, School Governors as appropriate.</li> <li>• Monitor the emergency response.</li> <li>• Provide regular staff/team briefings.</li> <li>• Authorise any additional expenditure</li> <li>• Overseeing an evacuation</li> <li>• Contacting emergency services</li> <li>• Reporting to emergency services if there are any unaccounted persons following an evacuation</li> <li>• Give the 'all clear' to re-enter the building following an evacuation (upon advice that it is safe to do so)</li> <li>• Organisation lead officer for influenza pandemic planning and management</li> </ul>	Julian Dutton, Headteacher.
Deputy Incident Manager	<ul style="list-style-type: none"> <li>• Assists Incident Manager.</li> <li>• Co-ordinates and manages staff in the Incident Response Team.</li> <li>• Monitors staff welfare and organises staff roster.</li> <li>• Support Incident Manager for influenza pandemic planning and management</li> </ul>	Julie Payne Senior Vice Principal
Parent Liaison Officer(s)	<ul style="list-style-type: none"> <li>• Advises parents and provides information.</li> <li>• Provides point of contact.</li> <li>• Arranges on site co-ordination of visiting parents.</li> <li>• Maintains regular contact with parents where appropriate.</li> </ul>	Emilie Darabasz, Vice Principal
Administrators/Office Staff	<ul style="list-style-type: none"> <li>• Man telephone lines.</li> <li>• Help to collate information.</li> <li>• Relay incoming and outgoing messages by telephone, fax, email, etc in a prompt manner.</li> <li>• Provide admin support to the Incident Manager and Deputy Incident Manager.</li> <li>• Maintain a master log of key events (see Incident Log Form) and decisions, including expenses incurred.</li> <li>• Evacuating the building via the nearest fire exit taking with them the Emergency Pack with any class registers and pupil emergency contact information.</li> <li>• Taking the visitors signing in book</li> <li>• Proceeding to the assembly point</li> <li>• Providing all the class registers to the teachers at the assembly point</li> </ul>	Kathy Hardy, Headteacher's PA

	<ul style="list-style-type: none"> <li>Accounting for staff and visitors</li> <li>Reporting to the Head/Deputy at the assembly point of any issues/all clear</li> <li>Check contents of Emergency Pack regularly to ensure all is in working order (e.g. torches).</li> <li>Closing fire doors behind them.</li> <li>Wear high-visibility jackets.</li> <li>En route to evacuation point check toilets and ancillary rooms are all empty.</li> </ul>	
Communications Officer/Media Spokesperson	<ul style="list-style-type: none"> <li>Acts as point of contact for media enquiries.</li> <li>Works with the Local Authority's Communications team to prepare media statements/interviews.</li> <li>Assist with internal communications.</li> </ul>	Julie Payne, Senior Vice Principal
Teachers	<ul style="list-style-type: none"> <li>Maintain supervision.</li> <li>Ensure the safety and security of pupils.</li> <li>Provide information and offer reassurance.</li> <li>Monitor pupils physical and psychological welfare.</li> <li>To escort their class and leave by the nearest available fire exit</li> <li>Proceed to the assembly point which is located within the car park</li> <li>Do a head count and if necessary call the register and report to Incident Manager any unaccounted pupils</li> <li>Closing fire doors behind them.</li> <li>If possible and safe to do so the teacher should close the doors and windows upon exiting the classroom</li> </ul>	David Turrell, Vice Principal
Facilities Manager	<ul style="list-style-type: none"> <li>Ensure site security at all times.</li> <li>Provide information about site facilities/layout as necessary.</li> <li>Assist with access/egress to the school.</li> </ul>	Michael Brown, Site Manager
Liaison Officer	<ul style="list-style-type: none"> <li>To represent the school at the Havering Borough Co-ordination Centre if required</li> <li>Communicate with colleagues at the school on a regular basis and receive updates/progress reports.</li> <li>Relay information to and from the Local Authority.</li> </ul>	Julie Payne, Senior Vice Principal

## **Specific Guidance**

### **Evacuation**

(Including fire, gas leak, chemical spill, flooding, explosion)

*This document is an accompaniment to the existing Fire Action Plan*

#### Immediate Action:

1. Activate fire alarm.
2. Dial **999** and give the nature of the incident, location and name of the person in charge.
3. All persons to vacate the building and assemble at the known assembly point.
4. Person in charge should ensure that all relevant paperwork (e.g. Attendance registers, staff lists, emergency contact numbers, emergency evacuation letters to parents and incident log forms) are taken to the assembly point.
5. Mark attendance of pupils on registers and report any missing persons to the person in charge.
6. Person in charge to meet and report to the Emergency Services on their arrival on site.
7. Notify the local authority (LA) of incident – Sue Imbiriano (SI, 01708 433808) Stephen Catley (SC, 01708 431707) and Borough Out of Hours Services (GDIT) (01708 433999) In Hours (01708 434343).
8. Keep pupils at assembly point and as reassured as possible
9. If given 'all clear', check no pupils are missing on re-entering the building
10. If pupils are dismissed from the assembly point, distribute the emergency evacuation letter
11. Parents/ guardians to be contacted to collect pupils (prioritise children with special needs)
12. Children of a reasonable age that are ordinarily allowed to walk home should do so
13. Pupils whose parent/carers cannot be informed or cannot look after them should be taken to a safe haven. Messages should be left with parents and at the school gates as to where pupils have been taken.
14. Ensure pupils resident outside of Havering have a safe passage home or arrange to hold them as above.

#### Next Steps:

1. Establish if the school/centre needs to be closed or if part of the school/centre is unusable - request assistance from the LA - SI (01708 433808) or SC (01708 431707)
2. Secure premises
3. Short-term closure - person in charge to arrange for pupils, staff (including midday supervisors, caretakers etc) and Chair of Governors to be contacted. Possible methods:
  - Staff Cascade Telephone Tree
  - Local radio and T.V. announcements
  - Notice on school gates
  - Web site, answer phone message
  - Posters/ leaflet drops in the local area in conjunction with the LA.
4. Long-term closure: alternative arrangements for pupils to continue their education either at another establishment or in temporary accommodation with assistance from LA.
5. Collate CCTV tapes (if appropriate).
6. If applicable, contact LBH Communication (01708 432001) to issue a press statement
7. Establish if an occasion for pupils to express their feelings needs to be arranged. Contact the Child & Community Psychology Service (01708 433955).
8. Arrange a debriefing meeting for all those involved, complete Incident Evaluation Form and send to LA.

## **School Closure**

### Immediate Action:

#### If the closure occurs **during school hours**:

1. Unless School closure is due to emergency evacuation, teachers should stay in the classroom with pupils until hazards are assessed and further instructions are given.
2. Contact the LA - SI (01708 433808) or SC (01708 431707)
3. Parents/carers to be contacted to collect pupils (prioritise children with special needs).
4. Distribute the School closure letter.
5. Children of a reasonable age that are ordinarily allowed to walk home should do so.
6. Pupils whose parent/carers cannot be informed or cannot look after them should remain in school under adult supervision or taken to a safe haven. Messages should be left with parents and at the school gates as to where pupils have been taken.
7. Ensure pupils resident outside of Havering have a safe passage home or arrange to hold them as above.
8. Local radio and T.V. announcements, updating school Web site and school answer phone message should also be considered to communicate closure.
9. Secure school premises

#### If the closure occurs **out of school hours**:

1. Contact the LA Out of Hours Service (GDIT) – 01708 433999
2. The LA will post the name of the school(s) on its website informing parents/guardians of closure.
3. Arrange for announcements to be made on local T.V. and radio stations
4. Use cascade telephone list to contact staff/suppliers
5. Place a notice on the school gates and a member of staff so that parents delivering children are alerted.
6. Contact parents/guardians of any pupils who arrive at school unescorted. Keep the pupils at the school until a parent/carers arrives to collect them or take them to a safe haven. Messages should be left with parents and at the school gates as to where pupils have been taken.
7. Secure school premises

### Next Steps:

1. Arrange for re opening announcements on local radio and T.V. stations and post notices on the school gates to the same effect.
2. Collate CCTV tapes (if appropriate)
3. Arrange a debriefing meeting for all those involved, complete Incident Evaluation Form and send to LA.
4. Determine need for alternative provision in consultation with local authority

### ***Procedures Involving Death or Injury at the School***

#### Immediate Action:

1. Send for immediate assistance - contact the Emergency Services - **999** - and head teacher.
2. Remove pupils from location of incident to a safe area.
3. School First Aid Officer should attend the pupil/member of staff.
4. Person in charge to contact:
  - The next of kin
  - LA - SI (01708 433808) or SC (01708 431707)
  - Chair of Life Education Trust Board
5. If the death/injury is a result of an accident at the school inform Schools' Health & Safety Team (01708 431707)

#### Next Steps:

1. Establish if the school needs to be closed
2. If the school is to be closed, see Specific Guidance – School Closure
3. Arrange for counselling for pupils and staff - Contact the Child & Community Psychology Service (01708 433955).
4. In the event of a fatality, ensure awareness of funeral arrangements, and if necessary discuss with parents/next of kin their wishes regarding representation from the school.
5. Arrange a debriefing meeting for all those involved, complete Incident Evaluation Form and send to LA.

### **Procedures involving Death or Injury out of School**

The impact of incidents involving death or serious injury of a student outside of school hours, in some circumstances, may be noticeable within the school. The school will consider contacting the Child & Community Psychology Service at the LA (01708 433963) for counselling support.

***Assault on Staff or Pupils by Members of the Public***

In the event of an assault immediate action will include:

1. Send for immediate assistance to the school office.
2. Contact the Emergency services – **999**.
3. If staff witness the assault they should try and distract the assailant without risking themselves, trying to remove them, if possible, to a 'safe' area.
4. The School First Aid Officer will attend the member of staff or pupil attacked.
5. Spectators should be dispersed.
6. Senior members of staff should take details from appropriate witnesses.

## **Bomb Threat**

Do NOT panic – the majority of cases are hoaxes

*If a call is suspected to be a hoax the member of staff receiving the call will contact the head teacher immediately providing as much information as possible. The head teacher will then make the decision to contact Emergency Services and/or evacuate the school.*

Immediate Action (in the event of a bomb threat):

1. If a call is received by the school, try to: keep calm, obtain as much information as you can, report to a senior member of staff as soon as possible (see: Bomb Threat Telephone Script).
2. If a Suspicious Parcel is received by the school, check for suspicious features (see: Suspicious Parcels Flowchart).
3. Contact the Emergency services – **999**.
4. Person in charge should make the decision to evacuate the school.
5. Contact the Havering Emergency Control Room (Out of hours Service (GDIT) (01708 433999) In Hours 01708 434343), Chair of Life Education Trust Board and LA - SI (01708 433808) or SC (01708 431707)
6. If the decision to evacuate is made, follow emergency evacuation procedures, **ensuring the assembly point is far enough away from the school.**
7. If the police deem the threat to be serious, the arrangements for the safety of the pupils following an evacuation should be put into practice. **The decision to evacuate rests with the head teacher or person in control of the premises at that time**
8. If the 'all clear' is given, check no pupils are missing on re-entering the building.

Next Steps:

6. Collate any CCTV tapes (if appropriate).
7. Arrange a debriefing meeting for all those involved, complete Incident Evaluation Form and send to LA.

### Bomb Threat Telephone Script

Source: London Borough of Havering Form 19 Bomb Threat



## ACTIONS TO BE TAKEN ON RECEIPT OF A BOMB THREAT

Record the exact wording of the threat if you can. You will probably hear the message once only. Try and ask the questions below.

**ASK THESE QUESTIONS & RECORD ANSWERS AS ACCURATELY AS POSSIBLE:**

1. Where is the bomb now?

2. When is it going to explode?

3. What does it look like?

4. What kind of bomb is it?

5. What will cause it to explode?

6. What is your organisation/code word?

7. Did you place the bomb?

8. Why?

9. What is your name?

10. What is your address?

Record time call completed:

Where automatic number reveal equipment is available record number shown:

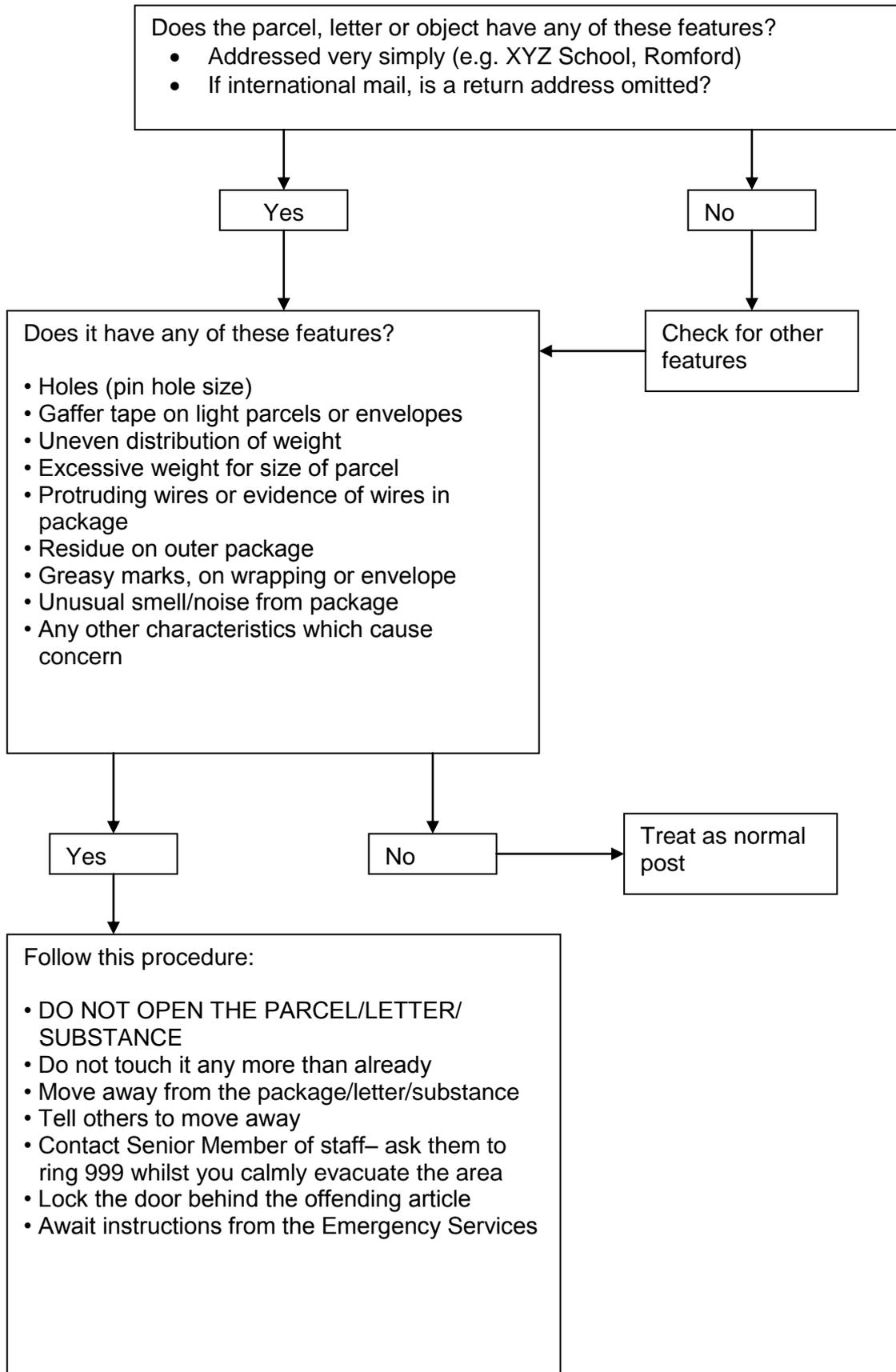
**CONTACT THE POLICE 999**

Time Informed:

<b><i>This part should be completed once the caller has hung up and police/building security officer have been informed</i></b>						
Time and date of call:						
Length of call:						
Number at which call is received (that is, your extension number)						
ABOUT THE CALLER: <i>Please circle/complete as appropriate</i>	Male	Female	Nationality?		Age?	
	Well-spoken	Irrational	Taped	Foul	Incoherent	
Message read by threat maker?						
CALLER'S VOICE: <i>Please circle</i>	Child	Crying	Clearing Throat	Angry	Nasal	Slurred
	Old	Excited	Stutter	Disguised	Slow	Lisp *Accent
	Young	Rapid	Deep	Laughter	Hoarse	Soft Loud
	Ragged	Crackling	Normal	Disturbed	Blurred	
	Deep Breathing	Familiar	Other ( <i>please specify</i> )			
*What accent?						
If the voice sounded familiar, whose did it sound like						
BACKGROUND SOUNDS: <i>Please circle</i>	Street noises	House noises	Animal Noises	Crockery	Motor	
	Clear	Voice	Static	PA System		
	Music	Factory machinery	Office machinery	Payphone Pips		
	Other ( <i>please specify</i> )					
REMARKS:						
ADDITIONAL NOTES:						

Signature..... Print Name:.....Date.....

### Suspicious Parcels Flowchart



### **Health Incident**

This section includes procedures for responding to outbreaks of communicable diseases among staff and/or students (e.g. meningitis).

#### *Immediate Action:*

1. Obtain and collate as far as possible, all the facts from the families.
2. Liaise with Havering PCT Public Health Dept. and/or Health Protection Agency (see telephone numbers below).
3. Inform the Schools Health & Safety Team at LA - 01708 431707.
4. Inform parents and pupils not directly affected about the incident. *Distribute leaflets to parents (available from the Department of Health).*
5. Inform neighbouring schools and schools of siblings.
6. Prepare a press statement in association with the LA – contact LBH Communications on 01708 432001.

#### *Next Steps:*

1. Update parents regularly.
2. Contact all families directly involved and express sympathy.
3. In the event of a fatality, ensure awareness of funeral arrangements and, if necessary, discuss with parents their wishes regarding representation from the school.
4. Provide a contact name and number for the school.
5. If necessary, consider arranging an occasion for pupils to express their feelings (Education Psychology Service 01708 433955).
6. Arrange a debriefing meeting for all those involved, complete Incident Evaluation Form) and send to LA.

Department of Health – Customer Service Centre	0207 210 4850
National Meningitis Trust	01453 751738
Meningitis Research Foundation	080 8800 3344
Public Health England	0208 200 4400
NHS	111
School Nurse Harold Hill Area	01708 796400
School Nurse South Hornchurch Area	01708 796500
School Nurse Romford Area	01708 796700
Director of Public Health, Havering	01708 431795

### **Influenza Pandemic**

*Advice and guidance for responding to an influenza pandemic is currently being produced and will be included as part of this guidance document once approved.*

### PHONE CHAIN

BBC Essex FM Snowline 01245 348348 DfE No 311/5400

- JD to phone Michael Brown - 01708 402283/ Mob: 07751 692898 - approx. 6AM
- JD to phone Kathy Hardy - 01708 342473 - decision for website and Staff Parentmail SMS

**JULIAN DUTNALL to call: Guy Roberts 01708 434771 (LBH External Relations Team) if in office hours or Out of Hours Media line 07773 210102 (LBH External Relations Manager) if out of hours or 07961 041865 Emergency Out of Hours No.**

- |                                                     |                                                    |
|-----------------------------------------------------|----------------------------------------------------|
| 3. Julie Payne - 01245 463369 Mob: 07850 027603     | 2. David Turrell - 01245 299050 Mob: 07790 188697  |
| 4. Emilie Darabasz - 0208 527 9527 Mob: 07779278791 | 4. Denise Broom - Mob: 07790 188697                |
| 5. Wesley Menlove - 01277 232191 Mob: 07432 020214  | 6. Katrin Dennehy - 01708 226551 Mob: 07432 020214 |
| 7. Kathy Hardy - 01708 342473 Mob: 07890 268954     | 8. Gemma Pitty- 07821 706717                       |
| 9. Dave Kiff - 01708 752137                         | 10. Jacinta Appleby - 020 8527 8742                |

**DAVID TURRELL to contact:**

L Mathewson 01708 754668  
07949 992771

**KATRIN DENNEHY to contact:**

T Cox 07949 520945

**JULIE PAYNE to contact:**

S Johnson 07738714643

**JULIE PAYNE to contact:**

P Green 01708 442124  
(no mobile)

**WESLEY MENLOVE to contact:**

C.Dorber 07591 345 392  
A Crosby 01992 571475 /  
07720 592128  
M Jackson 01708 347826 /  
07765 082186  
J Threadgold 01708 558462  
07711 874275

**EMILIE DARABASZ to contact:**

J Coombs 01708 402745 /  
07799 147665

**KATHY HARDY to contact:**

L Turner 020 8592 8827 /  
07940 516626  
E.Jenner 01708 750692 /  
07956 171987  
All Staff via Parentmail SMS

**DENISE BROOM to contact:**

L Hickling 01708 451291  
07534 910634  
**MICHAEL BROWN to contact:**  
D Blake 01708607747  
07914 584687

### ***Use of the School as a Rest Centre***

#### **Schools are not identified for use as Rest Centres following a Major Emergency.**

The London Borough of Havering has identified various Community Centres which are to be used in cases of Major Emergency. They will be allocated by the Emergency Planning and Business Continuity Team as required.

Where an evacuation is required from Hylands Primary school then they will evacuate here. Where an evacuation of FBA is required, students and staff will evacuate to Hylands Primary in the first instance.

## Appendices

### Appendix 1

#### Emergency Pack Checklist

This is stored in a small emergency bag in Student Services so that it is immediately accessible on site and can be collected by a member of the Incident Response Team.

The contents of the 'Emergency Pack' will be checked on a monthly basis to ensure no contents have been removed and all is in working order (e.g. battery power for torches etc).

The pack will contain:

- Copy of School Emergency Plan
- Blank Incident Log sheets
- Copies of emergency evacuation and school closure letters
- Action Cards
- Class registers
  
- Pens and paper
- Clipboards
- Visitors badges
- Torch and spare batteries
- Mobile phones

Contact lists (hard copy and/or CD) including names, addresses, medical details, emergency contact, and next of kin: A hard copy of the information is contained on an encrypted memory stick which requires a password. This password is retained by the Head and Deputy Headteacher.

- Students
- Staff
- Third Parties
  
- Mobile phone and charger
- High visibility vests/ID badges for members of the emergency response team.
- Whistle
- Bus/coach lists
- First aid box
- Space blankets
- Specialist medicine for students (e.g. asthma inhalers)
- Plans of the school



**Third Party Contact Telephone Numbers**

<b>CONTACT</b>	<b>DURING SCHOOL HOURS</b>	<b>OUT OF SCHOOL HOURS</b>
<b>Emergency Services</b>	<b>999</b>	<b>999</b>
LBH	01708 434343	01708 433999
Gas Emergency Number	0800 111999	0800 111999
Corona Energy	08442 64 64 64	08442 64 64 64
British Gas Business	0845 072 8807	
Southern Electricity Plc – Electricity	0845 070 1423	0800 980 9043
Scottish Hydro Electric Plc – Gas	0845 070 1706	0800 980 9043
EDF Energy (formerly London Energy)	0800 096 2255	
Water – Essex & Suffolk Water	0345 782 0111	0800 432 0225
Water Leak - Emergency	0345 782 0999	0345 782 0999
Police Station	01708 779125	01708 779125
Local Authority (Learning & Achievement): Sue Imbriano (SI) Stephen Catley (SC)	01708 433813 01708 431707	
Child & Community Psychology	01708 433955	
Schools Health & Safety	01708 431707	
LBH Communications	01708 432001	
London Fire Brigade	0208 555 1200	
London Ambulance Service	0207 783 2000	
Queens Hospital	01708 435000	
Department of Health – Customer Service Centre		
Meningitis Now	0808 8010 388	
Meningitis Research Foundation	080 8800 3344	
Public Health England	0208 200 4400	0208 200 4400
NHS	111	111
School Nurse – Harold Hill Area	01708 576488	
School Nurse – South Hornchurch Area	01708 576534	
School Nurse – Romford Area	01708 576724	
Director of Public Health Havering	01708 431795	01708 433999
BBC Radio Essex	01245 616000 / 348348	
Essex FM	01245 524550	
Time FM	01708 741075	
Capital Radio	0207 484 8958	
Insurance – Zurich Policy No KSC 242052-6353	0800280336	
Alarm Engineers – Protec (Fire Alarm)	01282 717171	
Alarm Engineers – Burglar Alarm Allgood Trio	01708 345067	
Security Company – Guardian (Patrol)	01708 223823 / 225702	
Glaziers/Boarding up – Window Repair Co	01708 500304	
Cleaning Contractors - N/A		
Portacabin suppliers – Elliott Hire Rainham	0808 108 2222	
Caterers – Havering Catering Services	01708 434200	
<b>Voluntary Organisations</b>		
Pathway Counselling	0208 590 8556	
The Samaritans	01708 740000	
Citizens Advice Bureau	01708 445983	
The Information Shop for Young People	01708 340161/ 01708 343479	
Havering Asian Social & Welfare Assoc.	01708 522789	

Hubb Mental Health Users Group	0208 590 2666	
Havering Association for People with Disabilities	01708 476554	
Havering Victim Support Scheme	01708 451000	
The Children's Society	01708 227672	
British Red Cross	0844 871 1111	
St. John's Ambulance	08700 104950	
RVS (Glynis Williamson)	07714 898539 / 0207 250 8069 / essex 01621 731493	
Salvation Army – Head Office	0845 634 0101	

**Appendix 3**  
**Letters to Parents/Carers re School Closures/Incidents**  
***Parents Closure Procedure Letter***

Dear Parent/Carer,

On rare occasions it may be necessary to close the school without prior notice. Should this decision be made, the following will apply:

1. Parents/carers will be contacted to collect pupils.
2. Pupils will be provided with a copy of the School Closure letter.
3. Children of a reasonable age that are ordinarily allowed to travel home will do so.
4. Pupils whose parent/carers cannot be informed or cannot look after them will remain under adult supervision at Frances Bardsley or at the place to which staff have been evacuated.
5. We will ensure pupils who reside outside of Havering have a safe passage home or arrange to hold them as above.

Any indication as to when the school will re-open will be provided. Please check the Local Authority website ([www.havering.gov.uk](http://www.havering.gov.uk)) and listen for announcements on local radio stations (BBC Radio Essex).

We need to have up to date contact details for you and if these have changed in the last year, please provide us with updated information.

Thank you for your co-operation.

Yours sincerely,

Julian Dutnall  
Headteacher.

***Emergency Evacuation Letter to Parents***

Dear Parent/Carer,

Due to a major emergency in the school it has been necessary to evacuate the building. Following discussion with the Emergency Services and the Local Authority, the decision to close the school and send all pupils home has been made.

As yet there is no indication as to when the school will reopen. Please check the Local Authority website ([www.havering.gov.uk](http://www.havering.gov.uk)) and listen for announcements on local radio stations.

Please do not telephone or drive to the school. Telephone lines and access roads need to be kept clear for essential personnel

Thank you for your co-operation.

Yours sincerely,

Julian Dutnall  
Head Teacher.

**School Closure Letter to Parents**

Dear Parent/Carer,

Following discussion with the Senior Management Team and the Local Authority, the decision to close the school due to

.....  
and send all pupils home has been made.

As yet there is no indication as to when the school will reopen. Please check for notices posted on the school gates, the Local Authority website ([www.havering.gov.uk](http://www.havering.gov.uk)) and for announcements on local radio stations.

Thank you for your co-operation.

Yours sincerely,

Julian Dutnall  
Head Teacher.

**Letter Informing Parents of Incident**

(to be read in conjunction with the Bereavement Policy)

Dear Parents/Carers,

You may have heard/It is with sadness and regret that I have to inform you.....  
(*known facts of the incident*)

As a school community, we are all deeply affected by this tragedy/I am sure that you will wish to join me and my staff in offering our condolences and sympathy to those affected/to.....  
(*refer to individuals/families affected only where it is appropriate to release this information*)

I have now spoken to all pupils and staff in school about what has happened and you will need to be aware of the following arrangements that have been made:

(*Details about:*

- *school closure*
- *changes to timings of school day*
- *transport*
- *lunch time arrangements*
- *changes to staffing*
- *arrangements for specific classes/year groups*
- *counselling*
- *provision of further information as relevant*
- *(If appropriate, advice about media contacts)*

I think it is very important that we all take the time to talk with, and reassure children about what has happened. This is likely to be a very difficult time for us as a school community and we will all need to support each other.

We appreciate the expressions of concern we have received, however it would be helpful if parents did not telephone the school during this time so we can keep phones and staff free to manage the situation.

Yours sincerely

Julian Dutnall  
Head Teacher

## Appendix 4

### Action Cards

#### Emergency Response Action Card: **Incident Manager**

<b>When Alerted</b>
<p><i>Attempt to clarify what has happened</i></p> <ul style="list-style-type: none"> <li>Name of caller and telephone number they can be contacted on</li> <li>Nature of the incident, what has happened?</li> <li>To whom?</li> <li>Where?</li> <li>When?</li> <li>Numbers of those injured or affected</li> <li>Location of those affected</li> <li>Whether there is still a continuing danger or not</li> <li>What has happened since?</li> <li>Which emergency services are involved?</li> </ul>
<i>Contact Emergency Services 999</i>
<i>If evacuated, oversee evacuation procedure to ensure all staff/students exit building appropriately to the assembly point and report any missing persons to the emergency services</i>
Start a written log of all information received relayed and actions taken (see Incident Log Form).
Alert the LA and determine who else needs to be informed of the incident (e.g. Chair of Governors).
Assemble Incident Response Team.
During non-school hours, arrange for the school premises to be opened up if necessary.
Arrange initial staff/team briefing.
<b>Continuing the response</b>
Continue to collate incident updates and all relevant information.
Ensure that all decisions are communicated to relevant internal and external parties.
Arrange further regular staff briefings as appropriate.
If given the 'all clear' from emergency services following an evacuation, instruct staff/students to re-enter the building
<b>Longer Term</b>
Give people the opportunity to talk about their experiences.
Conduct a debrief meeting.
Monitor staff and pupils informally.
Ensure that there are procedures in place for referring people to relevant agencies for further support.
Continue to keep a record of continuing issues and actions.
Advise any new staff of what has happened and potential effects so that they can be aware.

Emergency Response Action Card: **Deputy Incident Manager**

<b>When Alerted</b>
Start a written log of all information received, relayed and actions taken (see Incident Log Form).
Assist the Incident Manager in alerting colleagues and establishing the Incident Response Team.
Help to alert all other staff of the incident.
<b>Continuing the response</b>
Ensure that all staff are aware of each other's incident response role & responsibilities.
Assist the Incident Manager as required.
Help to keep all staff regularly updated.
Organise a staff roster and ensure that staff breaks are scheduled.
Monitor staff responses and arrange support where necessary.

Emergency Response Action Card: **Administrators**

<b>When Alerted</b>
Start incident log of information received, relayed and actions taken (see: Incident Log Form).
If evacuated, grab 'Emergency Pack' and visitors signing in book and go to Assembly Point.
<b>At the School</b>
Allocate telephone numbers for incoming calls: Parents Enquiries Media Enquiries External responding agencies Local Authority/School Governors  And designate phones for outgoing lines.
If evacuated, provide all class registers to teachers at assembly point and report to the Head/Deputy at the assembly point of any issues
Ensure that staff are aware of designated telephone numbers used above.
Ensure that there is a stock of blank log sheets.
Collate relevant information e.g. parent/next of kin contact details.
Log all incoming and outgoing calls and ensure that messages and notes are passed to the Incident Manager and relevant staff promptly. Note: Date and time of call Name of caller/person called Organisation Message Response Action Taken
Maintain a record of any costs incurred, for example, extra staff hours, refreshments, transport.
Assist in recording details of visitors to the site and in providing means of identification.
Assist the Incident Response Team as directed.
<b>After the Event</b>
Ensure all Incident Log forms are collated to Master log form to be used at Debriefing meeting.

Emergency Response Action Card: **Parents Liaison Officer(s)**

<b>When Alerted</b>
Start an incident log of information received, relayed and actions taken (see Incident Log Form).
<b>At the School</b>
Obtain briefing by Incident Manager and agree information/briefing, possibly a prepared text, so that a consistent message is given out to all callers.
Confirm contact details and be ready to act as first point of contact for incoming enquiries.
Where appropriate, obtain and offer further contact numbers for support and additional information.
Ensure that all incoming and outgoing calls are logged. Details to include: Name of caller/person called Time and date Message received/given Response Further action taken.
Arrange a Meeting/Greeting Point on site for any parents & relatives visiting the school.
Ensure that the names of all visitors are recorded.
Make arrangements to ensure that parents/relatives are not left alone on site.
Consider the need for additional support for visiting parents & relatives, for example, tea & coffee, School Clergy.
Where appropriate and if families give their consent, offer the contact numbers of other families involved in the crisis. <i>(Wherever possible, parents of all other children in the school should be warned that the school has experienced a crisis and that their child may be upset.)</i>
Attend staff briefings and ensure that all information and briefings are updated regularly.

Emergency Response Card: **Facilities Manager**

<b>Actions</b>
Start incident log of all information received, relayed and actions taken (see Incident Log Form).
Check access and egress for visiting parents and consider any special instructions which may need to be communicated.
Liaise with the Incident Manager and Communications Officer to ensure that media are not being intrusive.
Arrange a specific area for media briefings/visitors. Ensure there is sufficient segregation.
If necessary, collate plans of school premises and relevant information regarding utilities.
Ensure that all staff and visitors are wearing correct identification throughout their visit.

Emergency Response Action Card: **Communications Officer**

<b>Actions</b>
Start log of all information received, relayed and actions taken (see Incident Log Form).
Liaise with the Local Authority's Strategy & Communications Team and Incident Manager to agree media strategy.
Ensure that all relevant parties are aware of your contact details and provide first point of contact for all media enquiries.
Make arrangements for regular internal communication to members of staff.
Prepare briefing notes and media statements in conjunction with the Local Authority's Strategy & Communications Team and Incident Manager.



**Incident Evaluation Form**

School Name:		Date of incident:
Brief description of incident:		
Incident deemed critical: Yes/No	School closed: Yes/No	
Incident log(s) completed: Yes /No	LA contacted: Yes/No	
Name of LA contact:	Position:	
Action taken by school:		
Description of any external support accessed:		
What worked well?:		
Areas of Improvement identified:		
Further Action to be taken:		
Completed by:	Position:	Date:



**Appendix 7**

***Emergency Plan Update Form***

Schools/Centres are advised to update the master plan document and record amendments on the sheet 'Record of Amendments'. Each time an amendment is required it is advised to complete the details below

Contact Name..... Tel No./Extension.....

**SECTIONS REQUIRING AMENDMENTS:**

REASON FOR UPDATE:

REVISED INFORMATION: (List below: add separate sheet if required)

Signature..... Date:.....

**DO NOT USE ORIGINAL COPY**

PLEASE PHOTOCOPY THIS FORM

**Record of Amendments**

<b>Amendment Number</b>	<b>What Was Inserted?</b>	<b>Inserted By</b>	<b>Date of Amendment/Insertion</b>
1			
2			
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## Appendix 8

### Business Continuity Flowchart

1. Assess seriousness of risk by considering which category above it falls into (pages 5-7 and 9)
2. Notify appropriate school personnel
3. Notify appropriate external personnel
4. Complete check list:

Have we prioritised year groups depending on time of year incident has occurred. YES/NO

Do we have sufficient staff to operate fully/partially? YES/NO

This will depend on the day, the availability of cover and the circumstances and will need revising periodically

Number of staff .....

Do we have adequate teaching cover across all subjects and all levels so that teaching can continue?

YES/NO

Does the school need to partly/completely relocate? YES/NO

YES/NO

If YES, discuss alternative rest centres with Local Authority.

If YES, ensure adequate transport arrangements for students to be taken to alternative workspace.

Is sufficient work on the school website to continue teaching the curriculum to student following school closure

YES/NO

Are all critical documents safe and protected?

YES/NO

Is all essential information backed up?

YES/NO

#### Regular checks:

- All key staff have been familiarised with the location of the mains switches and valves for electricity, gas and water.
- All information is regularly backed up (i.e. at the end of each working day or at least weekly).
- A list of emergency contacts has been created and a copy is held off-site in a secure location at the home of the Headteacher and Chair of Local Governing Body.
- Key equipment has been identified and inventory is updated by Site Manager.
- Critical IT systems are main servers
- Ensure all computer information are stored at a safe location off-site and managed and supported by the Network Manager.
- Key suppliers are regularly updated by the Premises Manager and can be accessed remotely
- Contact list of suppliers is regularly updated by Finance team and can be accessed remotely.
- If there is an incident outside the school, a senior member of staff will be sent to investigate and liaise with emergency services as appropriate. If there is an incident involving Hylands and they need to evacuate we will accommodate them if safe to do so and on the advice given by the emergency services and the Local Authority.
- A copy of the insurance company's details and policy is held both on and off site at Zurich Insurance and by the Finance Officer
- Insurance is provided by Zurich Insurance and the named person to contact is Shelly Cornish 0333 0139819
- If the kitchens are taken out of use alternative arrangements to provide meals are to request students bring packed lunches, parents would be informed by Parentmail and website